

# Records Management

## III. MICROFILMING

### A. General

The success of a microfilming operation depends on a rigid standardization process. A standardized process will result in quality of: filming, processing, storage, retrieval, and reproduction of government records. All TRICARE claims processing contractors shall either microfilm or use an optical disc system (see [Section IV.](#)) for the following records:

1. TRICARE Claims.
2. Claim Supporting Documentation (including any documentation that either supports or denies payment of a claim).
3. Adjustment Records.
4. Adjustment Supporting Documentation (including any documentation that either supports or denies payment of the adjustment).
5. Checks.
6. Explanation of Benefit Forms and Summary Payment Vouchers (if not electronically generated).

### B. Standards.

1. Contractors shall adhere to the Code of Federal Regulations, Title 36, Part 1230, Micrographics and current American National Standards Institute (ANSI), and Association for Information and Image Management (AIIM) standards for microfilming the above records. Microfilmed copies of TRICARE records shall be certified, reproducible and legible. The contractor's microfilm system shall be able to reproduce legible copies of TRICARE records from the microfilm. If any record or set of records is not of a standard to produce legible copies, the contractor shall recover the originals and re-microfilm, making certain the new film is reproducible as legible documents.

2. The contractor shall provide an automated indexing system that can be used independently of the contractor's data system in the event of a transition. An automated indexing system must not be subject to proprietary hardware or software constraints. The automated indexing system shall be able to identify the retrieval location of the original claim and all related documentation, adjustment claims (including correspondence on which the decision to adjust was based) and all related supporting documentation. For example: (1) If back-end filming is done, the back-end document number assigned shall be cross referenced to the original claim number on the index. (2) If the ICN assigned to the adjustment claim is different than the original claim number, the contractor shall cross reference the adjustment claim ICN to the ICN of the original claim being adjusted on the index. The index shall be available for TRICARE *Management Activity* (TMA) on-site review.

**C. Procedures**

- I The contractor shall develop and follow a system for filming two-sided documentation to include, written procedures for the following: document preparation; film/reduction requirements; actual filming operations (to allow for a certification of authenticity); film processing; inspection of film; quality control to ensure clear, legible copies; indexing, retrieval and cross referencing (at a minimum the system shall be able to cross reference claims, supporting documentation, adjustments and checks to the original claim number for retrievability); protection of the vital records (the contractor shall store a duplicate copy of the film in a different location from the working copy(ies), utilizing a fire proof vault or safe; storage; and destruction. These procedures shall be available for government access upon request.